M.S. 201.12 requires County Auditors to manually update a voter record when a nonforwardable election mailing sent to the voter is returned as undeliverable with a permanent forwarding address. When an out of state permanent forwarding address is listed, the auditor must manually schedule the voter record for inactivation. The voter is sent a notice (unless the status on the voter record is Challenged-Felony, Guardianship, Name Change or Citizenship) and given 21 days to inform the auditor if their voter record should not have been scheduled for inactivation.

Records in the COA Express queue and Pending Applications >> Source COA should be processed before performing any manual NCOA updates. If there is an election scheduled in the voter’s precinct within 47 days, manual out of state NCOA correction should be processed within 10 days of either receiving a returned mailing. If there is not a scheduled election in the voter’s precinct within 47 days, it is possible to wait until the next batch of COA data is loaded to SVRS before processing the manual out of state NCOA.

**MANUAL COA - OUT OF STATE**

1. Select Voter Records under the Voter Registration menu.
2. Search for the voter record.
   - To do this enter the first three letters of the last name plus an * into the Last Name field and the first three letters of the first name plus an * into the First Name field.
   - Note: See the Search Voter Records instructions on the SVRS User Documentation page for more information on searching for voter records in SVRS that needs updating
3. Click Search.
4. Review the search results grid for the voter record.
5. Select the voter record from the search results grid and click Correct.
6. Select Returned Out Of State from the Source dropdown list. Once selected, the New Out of State Address fields will appear.
7. If the Use NCOA Address button does not appear below New Out of State Address, skip to step 8.
   - If the Use NCOA Address button does appear with an available address, compare the NCOA address to the out of state permanent forwarding address listed on the returned nonforwardable mailing.
   - If the NCOA address does not match the permanent forwarding address listed on the returned nonforwardable mailing, continue to step 8.
   - If the NCOA address matches the permanent forwarding address listed on the returned nonforwardable mailing, click Use NCOA Address. Skip to step 9.
   - Note: Using the NCOA address will remove the COA record from the COA Express queue.
8. Enter the out of state permanent forwarding address from the returned nonforwardable mailing into the New Out of State Address fields.
9. Locate the move date on the return label. The move date will be three digits, the first digit is the month of the move and the second two dates are the year of the move.
   - Note: Examples of how to locate the move date can be found in the COA information packet.
10. Select the month and year of the move date from the Move Date dropdown lists.
11. Click Continue.
13. If ok, click Submit. If not, click Back and make corrections as needed.
   - Note: Upon Submit, a comment is automatically added to the comment field. The comment states when the record was scheduled for inactivation, when the record will be inactivated, and the out of state address.
14. The required COA notice will automatically be sent to the voter at the out of state address (unless the status of the voter record is Challenged-Felony, Guardianship, Name Change, or Citizenship). The voter has 21 days to inform the auditor if their record was updated in error.
   - See Canceling Inactivation for instructions on how to cancel a scheduled NCOA out of state inactivation.
15. Repeat steps for additional records.
The voter is given 21 days to inform the auditor if their record should not have been scheduled for inactivation. The following steps can be used to cancel a COA (change of address) related voter record inactivation.

1. Select Voter Records under the Voter Registration menu.

2. Search for the voter record.

   To do this enter the first three letters of the last name plus an * into the Last Name field, the first three letters of the first name plus an * into the First Name field.

3. Click Search.

4. Review the search results grid for the voter record.

5. Select the voter record from the search results grid and click View.

6. Click the Cancel COA button.

7. Select a reason for the cancellation from the Cancel Reason dropdown list.

You have chosen to Cancel this COA change

Note: For example, a voter may contact you within 21 days to notify you that they mistakenly selected Permanent instead of Temporary when filing their forwarding order with the USPS. We only receive COA data for permanent forwarding orders.

8. Click Submit.

Notes:

The comment on the voter record regarding the scheduled inactivation is automatically removed from the record. The voter record’s status is reset to what the status was before the record was scheduled for inactivation.